



# Tailoring Your Resume to You

Company Name, Somewhere, Iowa

Dates

**Job Title**

- XX
- XX
- XX
- XX

Company Name, Somewhere, Alaska

Dates

**Job Title**

- XX
- XX
- XX
- XX

**EDDY EMPLOYEE • PAGE 2**

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HONORS AND AWARDS

- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

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VOLUNTEER ACTIVITIES

- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

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ADDITIONAL QUALIFICATIONS

- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX
- XXXXXXXXXXXXXXXXXXXXXXXXXXXXXXXX

**In Functional resumes** the information is organized in skill clusters and work experience. This type of résumé can work well for people with limited experience, people with lots of job experience and many jobs, people who are changing careers, military personnel searching for civilian jobs, people with minimal experience or experience unrelated to their area of interest or the job, and people who have done a lot of volunteer work or college activities (class projects, coursework).

Mary Martin  
910 E. Mason St.  
Shelbyville, MO 58870  
668-999-9999  
[marym@aol.com](mailto:marym@aol.com)

## **POSITION DESIRED**

Office Administrative Assistant

## **QUALIFICATIONS**

- ✓ Ability to handle multiple tasks in a timely manner
- ✓ Solid managerial and administrative experience
- ✓ Dedicated and hard-working individual
- ✓ Ability to ease confrontational situations with humor and grace

## **PROFESSIONAL SKILLS**

### **Interpersonal and Teamwork Skills**

- Entrusted to process confidential employee records
- Interacted with differing personalities while scheduling travel for executives
- Facilitated the Quality Circle for Administrative Support Staff

### **Managerial and Supervisory Skills**

- Supervised office volunteers
- Scheduled off-site employees
- Coordinated functions including fund raising events
- Managed various memorial funds

### **Computer Skills**

- Proficient in computer office applications—Microsoft Office, Explorer, Outlook, Publisher, Excel, and QuickBooks
- Create and distribute various reports using Access and Excel
- Skilled typist with a 60 WPM typing rate

### **Quantitative Skills**

- Experience in reconciling bank statements
- Managed accounts receivable and payable
- Processed weekly sales reports

## **EMPLOYMENT HISTORY**

*Administrative Assistant*, Gold Investment Company, Laidback, AZ, 2008

*Secretary*, Golden Bear Zoo, Livingston NJ, 2007

*Accounts Payable Clerk*, Smith & Wesson Company, Atlanta, GA 2007

## **EDUCATION**

Georgia Secretarial College, 2 year certificate, 2007

The **Hybrid resume** combines aspects of the functional and chronological. It contains a section that discusses the skills that you bring to the position plus a chronological listing of work experience. This resume is useful for effectively communicate numerous types of work skills, as well as, experiences that have helped to develop those skills.

# Suzie M. Jobseeker

888 Gummybear Palace  
Somewhere, Ill 55555

555.555.5555(Home)

Email:[suziemjobseeker@msn.com](mailto:suziemjobseeker@msn.com)

555.555.5555(Cell)

## MOTIVATED SALES MANAGER

*Hard working sales leader/manager with 100 successful years experience in business ownership that will improve a company's sales performance, management, and profitability.*

## EDUCATION

*Date Degree, Emphasis*  
**Something College**  
Somewhere, CT

## PROFESSIONAL EXPERIENCE

**Company Name**  
**Somewhere, Iowa**  
**Date-Date**

**Job Title**  
Date-Date  
**Owner/Partner**  
Date-Date  
**Sales Associate**  
Date-Date

**Company Name**  
**Somewhere, Iowa**  
**Job Title**  
Date-Date

**Company Name**  
**Somewhere, Iowa**  
**Job Title**  
Date-Date

## CAREER ACHIEVEMENTS

Date Chamber **"Person of the Year"**  
City of Somewhere

**Founded** "Snappy Cats of  
Somewhere"

Date **"Business Recycler of the Year"**  
Somewhere

## AREAS OF EXPERTISE

Planning	Development	Financial
Leadership	Creative Problem Solving	Team Building
Cost Cutting	Sales Management	Organizing
Coordinating	Customer Relations	Supervision

## WEB PORTFOLIO & RESUME

[www.mywebsite.com/suziemjobseeker](http://www.mywebsite.com/suziemjobseeker)

## SUMMARY OF CAREER ACCOMPLISHMENTS

- ✓ **Managed up to 1000 employees, both salary and hourly**
- ✓ **Increased annual sales over a 100 year period**
- ✓ **Planned/project managed remodel, expansion, and modernization of facility to improve it's salability**
- ✓ **Oversaw daily operations, understood basic accounting principles, and showed a net profit of a retail business the past 100 years.**
- ✓ **Maintained annual sales of \$100 Trillion**

## PROFESSIONAL SKILLS DEMONSTRATED

- Oversaw and supervised all sales personnel
- Coordinated efforts with Chamber of Commerce to develop "Something"
- Developed "niche" market for custom paperclips
- Realigned company assets to reduce expenses by \$11,000 annually and inflate company's capital by \$175,000
- Founded "Snappy Cats of Somewhere" and as President/Board member built a \$4 million dollar endowment
- Worked with contractors and consumers on a one on one basis and oversaw major paperclip accounts
- Oversaw all marketing of "Something Cool" using TV and print media advertising

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# Tailoring Your Resume to the Employer

The following is a real life example of how we were able to tailor this clients resume to the job he was applying for. Below you will find the job description, followed by his original resume and then the resume tailored to this position. Tailoring his resume resulted in an interview, in which he is still awaiting the outcome.

## Client Transaction Tech - #210651

Job Area: Clerical/Administrative  
Business Area: Pension  
Career Category: Recent College Graduate, Experienced Professional  
Full/Part Time: Full Time

### Responsibilities:

Are you interested in an opportunity to begin your career with a Fortune 100 Company? Then the Client Transaction Technician position with the Principal Financial Group may be just the opportunity to provide you with challenge and a sense of accomplishment!

The Client Transaction Technician position has a very significant role within the company. In this position you will work through a list of requests and process these transactions on the computer for our Retirement plan customers, while striving for 100% quality. As needed, you will coordinate with other areas of the company to complete the request, and research any problems that may arise. Suggestions to update the workflow and/or the system are welcomed.

### Qualifications:

The successful candidate will have a strong desire to meet daily production goals and enjoy using analytical thinking skills to successfully resolve problems. In this position, you will have the opportunity to learn some of the basic retirement plan provisions, manuals, and procedures that are in accordance with the government. In addition, you will learn new computer programs, such as accounting, word processing, spreadsheets, and recordkeeping systems.

Qualifications of the Client Transaction Technician position include:

- High School Diploma
- One year of experience preferred
- Math and 10-key skills
- Ability to adapt to frequent change
- Effective written and verbal communication skills
- Customer service focus
- Must be able to become a associated person of Princor Financial Services Corporation

If performing job duties such as this excite you, then you are the perfect candidate to plant a seed for a stellar career with the Principal Financial Group!

### Background Check Requirements:

Employment at the Principal Financial Group is contingent upon completion of a thorough background check and credit check.

# IVR S. Applicant

555 Some St.  
Somewhere, IA 51025  
555.555.5555  
IVRSapplicant@hotmail.com

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**OBJECTIVE:** To find employment where I can contribute to the success of the company and be a valued team member.

## **QUALIFICATIONS:**

- Solid understanding of group dynamics and organizational communications
- Ability to successfully communicate with individuals in distress
- Skilled in gaining trust and confidence from colleagues
- Possess a Service orientation toward colleagues and peers
- Proficient in Microsoft Office Software (Word, Excel, PowerPoint, and Outlook)

## **CAREER EMPLOYMENT:**

**Office Assistant** – Vohs Seeds LLC, Somewhere, IA (April 2006 – July 2008)

- Developed and maintained relationships with customers
- Created Nutrient Management Plans for Cattle Feedlots for DNR and NRCS
- Invoiced Corn and Soybean seed orders and deliveries
- Answered Phones
- Processed Payments
- Commended by supervisor for superior levels of customer service

**Office Assistant** – Yockey Insurance, Somewhere, IA (February 2004 - April 2006)

- Processed crop insurance paperwork
- Answered questions regarding crop insurance policies
- Answered Phones
- Commended by supervisor for superior attention to detail

**EDUCATION:** Bachelor of Arts, May 2003, Buena Vista University

**Major:** Leadership Communications

**Concentrations:** Management and Psychology

**Additional Education:** Licensed to sell and service crop insurance products

## **RELATED COURSES:**

- Human Resource Management
- Business and Professional Speaking
- Organizational Theory and Organizational Behavior
- Public Speaking
- Interpersonal Communication
- Conflict Management

# IVR S. Applicant

555 Some St.  
Somewhere, IA 55555  
555.555.5555  
IVRSApplicant@hotmail.com

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## EDUCATION

**Buena Vista University**, Bachelor of Arts, May 2003  
**Major:** Leadership Communications  
**Concentrations:** Management and Psychology

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## QUALIFICATIONS

- 4 years experience as an Office Assistant
- Proficient in Microsoft Office Suite
- Customer Service focused
- Ability to adapt to frequent change
- Strong math and accounting skills
- Excellent oral and written communication skills
- Solid understanding of group dynamics and organizational communications
- Detail oriented and quality driven

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## CAREER EMPLOYMENT

**Office Assistant** – Vohs Seeds LLC, Somewhere, IA (April 2006 – July 2008)

- Developed and maintained relationships with customers by explaining and resolving inbound products and services questions.
- Created Nutrient Management Plans for Cattle Feedlots for DNR and NRCS.
- Invoiced Corn and Soybean seed orders and deliveries.
- Processed accounts receivable payments.
- Commended by supervisor for superior levels of customer service.

**Office Assistant** – Yockey Insurance, Somewhere, IA (February 2004 - April 2006)

- Processed crop insurance paperwork.
- Received licensing to sell and service crop insurance products.
- Resolved questions regarding crop insurance policies.
- Fielded questions and concerns while answering phone calls.
- Ensured superior quality assurance in the handling and processing of crop insurance policies.
- Commended by supervisor for superior attention to detail

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## RELATED COURSES

- Human Resource Management
- Public Speaking
- Interpersonal Communication
- Business and Professional Speaking
- Organizational Theory and Organizational Behavior
- Conflict Management

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# Tailoring the Resume to the Employer: Scannable/Electronic Resumes

## Some pointers when using plain text format (.txt) for a scannable resume:

- Line length should not exceed 80 characters
- Do not use word wrap -- use hard returns instead
- You cannot use bullets in ASCII format -- instead use asterisks or hyphens (dashes)
- Use a fixed width font, i.e. 10 point Courier
- Use spaces to line up your text
- Use left justification, and use spaces to center text
- Save in .TXT format to create plain text file

## Important tips for writing a scannable electronic resume:

- Use words directly from the job description to explain your qualifications in your resume (NOT their synonyms).
- In electronic resumes use nouns instead of verbs because most applicant-tracking systems keywords are nouns. Ex: "Management" instead of "Managed" or "Design" instead of "Designed"

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## Resume Template Resources:

<http://www.resumetemplates.org/templates/>

<http://office.microsoft.com/en-us/templates/CT101043371033.aspx>

<http://www.uni.edu/careerservices/students/resumes/examples.html?loc=07>

<http://www.southworth.com/page.php?id=137>

<http://career-advice.monster.com/resumes-cover-letters/resume-samples/sample-resumes-by-industry/article.aspx#HR>

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## Sally Smith Resume Activity

Read through the example of Sally's Smith resume on page 9 and list the errors you find below. Be thinking about how you would change them.

1. \_\_\_\_\_

6. \_\_\_\_\_

2. \_\_\_\_\_

7. \_\_\_\_\_

3. \_\_\_\_\_

8. \_\_\_\_\_

4. \_\_\_\_\_

9. \_\_\_\_\_

5. \_\_\_\_\_

10. \_\_\_\_\_



**Sally Smith**  
**1400 SE. Avenue**  
**Employmentville, IA**  
**444-321-6780 (boyfriends phone;**  
**please call between the hours of 11:00 & 3:00)**  
**[sexylady@gmail.com](mailto:sexylady@gmail.com)**

Objective:

I am looking for a job working with young children that pays over minimum wage and has week-ends off.

Paid Employment Experience

**Dairy Queen**, South Bend, OH. May 2009-September 2009. Responsible for drive up window and closing. I moved from the area.

Jerry's Café, Cleveland, MS. June, 2008-May, 2009. Responsible for front tables, cash register and sometimes closing.

Volunteer Work

Little Brothers Pre-school, Novinger, TX. May 2005-April 2007. Responsible for assisting children with activities, snacks and going home. Graduated from high school and moved.

***Education:***

Ralph Emerson High School, 2003-2007. Received Resource room assistance. Received Regular Diploma.

Southern TX Community college, 2007-2008, Day Care worker Certificate. 4.0 GPA

Honors:

Volunteer of the Year, Little Brothers Pre-school. 2006

Mascot Spirit Award, Ralph Emmerson high School 2007.

# Sally Smith

Salsmith2009@gmail.com

1400 SE. Avenue  
Employmentville, IA 66765

Mobile: 444-321-6780

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**Objective:** Create integrated strategies to foster and develop nurturing age-appropriate skills and confidence in a pre-school age teaching environment.

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## Education

Southern Texas Community College  
Day Care Worker Certificate  
GPA 4.0

Ralph Emerson High School  
Novinger, TX  
2007

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## Related Experience

Little Brothers Pre-School

May 2005-April 2007

### Child Care Worker

- Encouraged children growth through structured activities
- Supervised children during free creative play
- Created themed Learning Centers
- Organized snack menus

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## Employment History

Dairy Queen

May 2009-September 2009

### Window Clerk

- Operated drive-up window
- Performed closing routine

Jerry's Café

June 2008-May 2009

### Waitress

- Provided customer service
- Operated cash register
- Performed closing routine

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## Honors and Awards

*Mascot Spirit Award*, Ralph Emerson High School, 2007  
*Volunteer of the Year Award*, Little Brothers Pre-School, 2006

John Q. Public  
1400 Goingtowork Ave.  
Wonderfulland, IA 33445  
555-555-5555  
[jqp@yahoo.com](mailto:jqp@yahoo.com)

*Advice: At the top of your resume put your name and current contact information. Make sure it is accurate and easy to read. Make sure your phone number is working, the email address name is work place appropriate and the voice message is professional. If you don't have an e-mail address get one. All information you provide on the resume needs to speak of you as a future employee. When in doubt, leave the questionable out.*

**Objective:** Dedicated recent CAD graduate pursuing a entry level design position with growing engineering firm.

**OR**  
**Skills & Abilities**

Engineering Design    ▪    Microcomputer Applications    ▪    Geometric Dimensioning & Tolerancing

*Advice: The second section can be an objective or a summary of your skills. An objective may be OK if you have little work experience or your career path is not clear from your work history. If you chose to use one, make sure it is related to the specific job you are seeking.*

*If you summarize your work skills here, make sure they are related to the job. Highlight the ones which match the job opening.*

**Related Experience**

John Deere, Sealand IA

May 2009-October 2009

**CAD Intern**

- Assisted project manger design and scale-model JD 430 lawn tractor.
- Researched safety standards for rear riding motor casing

**Other Experience**

Mike's Motor Store

April 2003-April 2007

**Shop Assistant**

- Provided Customer Service as courtesy driver
- Organized necessary equipment for auto repair
- Worked part-time and full-time (summers) while in High School

*Advice: The third section usually contains your experience. You can include both volunteer and paid experience or any experience that speaks to your employment abilities. If you don't have a lot of either, you might want to use two headings including Related Work Experience and Other Work Experience or Other Experience. For those with a solid work history the headings: Experience, Employment or Career Progression would be appropriate to use.*

**Education**

**Smithville Community College**

AA Degree Industrial Technologies, 2009

**Smithville High School, Diploma 2007**

*Advice: The fourth section usually contains your education, however if your education is your strongest asset for the job you are applying for, place it at the top of your resume so the hiring manager can easily see you are well qualified for the job. Do not list any degrees or certificates unless you have earned them. If you are less than a month or in your last semester of college, you could put the future graduation date and put pending in parentheses. This decision should be made based on when the job is expected to come open and the required qualifications. Your high school information should be included if this was the highest degree of education completed.*

*This resume is and example of a chronological resume. Whatever format you use, make sure your information is correct, current, honest and the formatting is the same for all sections. Make sure your resume is free of spelling mistakes and grammatical errors. Remember your resume should pass the ten second glance of being clean, neat and professional looking. To help you land that interview, make sure you used key words for the position for which you are applying and double check everything!*

**Good Luck!**

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# Crafting your Cover Letter

Career Experts Cover Letter Writing Tips, By [Alison Doyle](#), About.com

## **Mention Names**

Hiring managers always want to know how you learned about the job. So make sure to always included the line "I learned of this position from..."

## **Your Cover Letter is an Opportunity**

Cover letters are an incredible opportunity for you to narrate exactly why you are the person for the job and should never be left out of your application. They also allow you to clear up any information that might be questionable by just looking at your resume. For instance, you haven't worked in four months. You would want to let the employer know that you were laid off due to the down turn of the economy and our currently looking for the right fit. A cover letter is a great way to clear up any pending questions and to add your voice to your credentials. Never underestimate the power of the cover letter.

## **Consider What You Want to Convey**

Before starting your cover letter, think about your main point. Then make sure you support that point with information that makes you standout. Don't just write about what you've done in the past; think about accomplishments that translate into what you can do for the new employer. For example, if you're looking to get a job as a business analyst, talk about processes you have created in the past and how you implemented them. Also, note the results. Bullet points can help your cover letter grab attention; so use them!

## **Promote Your Best Selling Accomplishments**

Your cover letter is a platform to demonstrate your written communication skills. Use your cover letter to highlight your "best-selling" accomplishments relevant to the position target.

## **Perfection matters when writing cover letters**

Every cover letter you write should be customized for the job you are applying for, clear and concise, grammatically correct, and error-free.